

What is claimed is:

Sub B' 7

1. A method for network management comprising the steps, performed by a processor, of:

receiving identification data corresponding to a customer in a network;

accessing a database for stored information corresponding to the customer identification
5 data; and

providing actual circuit path information corresponding to a customer service based on
the stored information, wherein the actual circuit path information is used to generate a graphical
representation of heterogeneous network components supporting a specific service for the
customer.

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2. The method of claim 1, wherein the database stores information according to a
generic information model.

3. A method for network management in a network comprising the steps, performed
by a processor, of:

populating a permanent database with network component information, the permanent
database storing the network component information according to a generic information model;

5 receiving customer identification data corresponding to a customer in the network;

accessing the permanent database for network component information corresponding to

providing actual circuit path information corresponding to a customer service based on the stored information, wherein the actual circuit path information is used to generate a graphical representation of heterogeneous network components supporting a specific service for the customer.

management system retrieving network component information from at least one component in the network;

updating the permanent database based on an automatic event.

updating the permanent database based on a manual event.

- collecting new network component information;

storing the new network component information in a temporary database;

comparing the temporary database with the permanent database; and

modifying the permanent database according to comparison rules.

8. The method of claim 6, said updating step further comprising:

- collecting new network component information;

storing the new network component information in a temporary database;

comparing the temporary database with the permanent database; and

modifying the database according to comparison rules.

9. A user interface for network management, comprising:

a first view showing text input by a user indicative of customer identification data corresponding to a customer in a network, wherein the customer identification data is received by a server accessible by the user;

a second view showing stored information corresponding to the customer identification data, wherein the server accesses a database to retrieve the stored information and provides actual circuit path information corresponding to a customer service based on the stored information to the user interface; and

a third view showing a graphical representation of a customer path corresponding to the actual circuit path information.

10. The user interface of claim 9, further comprising:
a fourth view showing internet protocol (IP) addresses corresponding to components in the customer path.

11. The user interface of claim 9, further comprising:
means for showing detailed information on a component in the customer path.

12. The user interface of claim 9, wherein the database stores information according to a generic information model.

13. The user interface of claim 9, further comprising:
means for testing a component in the customer path.

14. The user interface of claim 9, wherein the first view, second view, and third view are displayed simultaneously.

15. A user interface for network management, comprising:
a first view showing text input by a user indicative of customer identification data corresponding to a customer in a network, wherein the customer identification data is received by a server accessible by the user;

5 a second view showing stored information corresponding to the customer identification

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data, wherein the server accesses a database to retrieve the stored information and provides actual circuit path information corresponding to a customer service based on the stored information to the user interface; and

a third view showing a graphical representation of heterogeneous network components supporting a specific service for the customer corresponding to the actual circuit path information.

Sub B 7 16. A method for network management comprising the steps, performed by a processor, of:

receiving identification data corresponding to a customer in a network;

accessing a database for stored information corresponding to the customer identification data; and

providing actual circuit path information corresponding to a customer service based on the stored information, wherein the actual circuit path information is used to generate a graphical representation of a customer path.

17. A method for network management in a network comprising the steps, performed by a processor, of:

populating a database with network component information, the database storing the network component information according to a generic information model;

5 receiving customer identification data corresponding to a customer in the network;

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5-13-7 accessing the database for network component information corresponding to the customer identification data; and

providing actual circuit path information corresponding to a customer service based on the stored information, wherein the actual circuit path information is used to generate a graphical

10 representation of a customer path.

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